

OpenText Documentum D2, IDOL and Process Automation Consultancy Service definition



Answer

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Company overview

We're driven by technology and innovation, and by their ability to create meaningful change for organisations and the communities they serve. As a proudly independent and employee-owned consultancy, we bring together a diverse, highly skilled team who thrive on tackling complex challenges, working closely with our clients to deliver solutions that make a real difference.

We partner with organisations across multiple sectors, using data, AI and digital to help turn ambition into outcomes. Our work is recognised by leading industry bodies, reflecting our consistent focus on delivering clear, customer-centred results that stand up in the real world.

How we do it

With over 25 years of experience delivering digital transformation, Answer Digital supports organisations through complex change, with deep expertise in cloud-led delivery. We work in close partnership with our clients to innovate responsibly, embed best practice, and deliver outcomes that last.

Every engagement is different, so we build teams around the challenge, not a fixed model. We start by understanding the vision, the users, and the outcome that really matters. From there, we design solutions that fit your technology landscape, tools, roadmap and people.

Collaboration sits at the heart of how we work. We establish ways of working that are sustainable for teams, processes and practice, then iteratively design, build and test together. We continuously learn, refine and evolve, keeping a clear focus on delivering the right outcome, not just shipping technology.

OpenText Documentum D2, IDOL and Process Automation Consultancy

Service description

Design, integration and optimisation of enterprise content management solutions based on the OpenText suite. We configure Documentum D2 for enhanced usability, tune IDOL for intelligent search and analytics, and implement complex process automation. We enable organisations to maximise the value of unstructured data & streamline workflows while ensuring security and governance.

Features

- Strategic architecture design for OpenText Documentum and IDOL implementations
- Configuration and customisation of Documentum D2 workspaces and widgets
- Advanced tuning of IDOL for intelligent search and pattern matching
- Design and deployment of complex Business Process Management workflows
- Provision of SC and NPPV-cleared technical and delivery consultants
- Migration of legacy content and metadata to Documentum repositories
- Performance optimisation and scalability assessments for ECM infrastructure
- Integration of content services with line of business applications
- Implementation of automated records management and retention policies
- Cloud migration strategy for on premise content management stacks

Benefits

- Enhances discoverability of critical information through advanced search tuning
- Improves user adoption with intuitive, role based D2 interfaces
- Reduces operational costs by automating manual document centric processes
- Ensures compliance with GDPR and Public Records Act requirements
- Accelerates case management and approval cycles through workflow automation
- Mitigates technical risks during platform upgrades and migrations
- Provides a unified view of structured and unstructured enterprise data
- Optimises system performance to handle increasing data volumes
- Extends the ROI of existing OpenText software investments
- Facilitates secure cross departmental collaboration and document sharing

Pricing

Answer Digital services are available for procurement through either Fixed Price or Time & Materials arrangements. Please refer to our Pricing Document and Rate Card for further details.

Contact details

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